

# KeepShift Privacy Policy

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Last Updated: May 08, 2025

This Privacy Policy provides a clear explanation of how KeepShift collects information about you when you interact with KeepShift, including through our websites, applications, and services. It also lets you know what choices you have regarding our use of your information and how you can exercise access and update that information.

Please read this Privacy Policy carefully. By using and/or accessing our Services (defined below), you acknowledge that you have read and understood this Privacy Policy.

## Key Definitions

“Policy” refers to this Privacy Policy.

“KeepShift”, “we”, “us” and/or “our” refers to KeepShift Pty Ltd. and any of our corporate affiliates.

“Services” refers to, individually and collectively, our HR, safety, compliance, scheduling, and related services, support, professional services, websites (including [www.KeepShift.com](http://www.KeepShift.com)), and end user software. The Services are not intended for personal or consumer use.

“you” and “your” refer to individuals using or otherwise interacting with our Services.

“information” refers to data about you and your use of Services, that may be retained in electronic or paper format, and may include personal information as defined by the Australian Privacy Principles (APPs), and personal data as defined by the European Union General Data Protection Regulation (GDPR), as applicable.

## Reasons We Process Your Information

We may process your information if:

- You, or the company you work for, or the entity which provides you access to the Services, are a customer or supplier of ours.
- You, or the company you work for, use our Services.
- You work for one of our suppliers, resellers, or business partners.
- You or your company may be a target for our marketing efforts.
- You communicate with us or request information through our Services.

## Information We Collect

We collect information you voluntarily provide when registering, filling forms, submitting payment info, contacting support, or participating in events. We also collect technical data (e.g., device type, IP address), behavioral data (e.g., clickstream, page visits), and third-party data from resellers, your employer, or linked services.

## Cookies

Our websites use cookies to enhance user experience, track interactions, and analyze trends. Where legally required, we will obtain your explicit consent for non-essential cookies. For more information or to manage your preferences, visit [www.KeepShift.com/Cookies-policy](http://www.KeepShift.com/Cookies-policy).

## How We Use Information

We use your information to:

- Deliver and personalize the Services
- Communicate about the Services
- Support billing, fraud prevention, and identity verification
- Offer training and new features
- Send promotional content (with opt-out options)
- Improve user experience and detect service issues
- Comply with legal requirements or protect legal rights

## How Long We Keep Information

We retain information as long as your account is active. Data may be obfuscated or archived after a set period, typically 180 days after account deactivation, unless legal obligations require longer retention.

## How We Protect Information

We implement industry-standard technical, organizational, and physical measures to protect personal data. However, no method of transmission is 100% secure, so caution is advised when sharing information electronically.

## **Who We Share Information With**

We may share data with contractors, service providers, auditors, resellers, and others under confidentiality obligations. Information may also be shared for legal reasons, fraud prevention, or if our business undergoes a merger or acquisition.

## **How We Transfer Information**

We primarily operate in Australia, but your information may be transferred to other jurisdictions as necessary. For Australian users, we ensure any overseas transfer complies with the Australian Privacy Principles.

## **Processing Information of Organizational Users**

When Services are provided through an organization (e.g., employer), that organization may control your data. KeepShift acts as a processor in these cases, and you should direct any data-related inquiries to your administrator.

## **How You Can Access and Control Information**

You have rights to access, correct, delete, restrict, or object to processing of your information. Many actions can be completed via your KeepShift profile or by contacting [support@keepshift.com](mailto:support@keepshift.com).

## **If You Are an EU Resident**

We process your data based on legal grounds including consent, contractual necessity, and legitimate interest. You may withdraw consent at any time and still exercise other rights. You may also lodge complaints with a Data Protection Authority.

## **California Consumer Privacy Act (CCPA)**

California residents have rights to access, delete, and opt-out of the sale of personal data. Please contact [support@keepshift.com](mailto:support@keepshift.com) to exercise your rights under CCPA.

## **Children's Privacy**

Except when provided through educational institutions with consent, our services are not intended for children under 13. We do not knowingly collect data from minors without appropriate consent.

## **Third-Party Sites**

Our Services may link to third-party sites. This Policy does not apply to those sites, and we are not responsible for their practices. Please review their privacy policies before sharing data.

## **Changes to this Policy**

We may revise this Policy to reflect service or legal updates. Continued use of Services indicates acceptance of changes. Please review this Policy periodically.

## **Unsolicited Information**

Unsolicited information (e.g., product ideas) is deemed non-confidential. If such information includes personal data, we will determine a lawful basis before processing.

## **How to Submit a Complaint / Contact Us**

To report concerns or request help, email [support@keepshift.com](mailto:support@keepshift.com). Australian residents may contact the OAIC at <https://www.oaic.gov.au>.

KeepShift Pty Ltd., Attn: Privacy Team

Email: [support@keepshift.com](mailto:support@keepshift.com)

## **Additional Regional Compliance and Cross-Border Transfers**

KeepShift operates globally, and as such, we comply with the applicable privacy laws in the jurisdictions where our users reside.

### **United States**

In addition to the California Consumer Privacy Act (CCPA), certain U.S. states such as Virginia, Colorado, and Connecticut provide additional rights to their residents.

U.S. residents may have the right to access, correct, delete, and restrict processing of their

personal data, subject to applicable state laws. To exercise these rights, contact us at [support@keepshift.com](mailto:support@keepshift.com).

### **United Kingdom**

For users located in the United Kingdom, KeepShift processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR). Your rights under UK GDPR include access, correction, deletion, data portability, and objection to processing.

### **Canada**

For Canadian users, KeepShift adheres to the Personal Information Protection and Electronic Documents Act (PIPEDA). You have the right to know why an organization collects, uses or discloses your personal information, and to request access to and correction of your personal information.

### **Cross-Border Data Transfers**

KeepShift may transfer your personal data across borders to jurisdictions in which we or our third-party service providers operate, including but not limited to Australia, the United States, the United Kingdom, and Canada. These transfers are made using contractual safeguards such as Standard Contractual Clauses and other legally recognized mechanisms to ensure adequate protection of your personal information.